

June 25, 2003

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street - SW
Washington, D. C. 20554

Re: The State of Texas Annual Complaint Summary and Log Report for
Telecommunications Relay Service
CC Docket No. 98-67

Dear Secretary,

Public Utility Commission of Texas (PUCT) respectfully submits the Relay Texas annual complaint summary and log report as mandated by the Federal Communications Commission.

Attached are two reports: Summary of Complaints for the period of June 1, 2002 through May 31, 2003 and the Summary Report for the period of June 1, 2002 through May 31, 2003.

Relay Texas agents processed approximately 4.5 million calls from June 1, 2002 through May 31, 2003. Sprint LTD, the Relay Texas provider, received a total of one hundred eighty one complaints which represents approximately 0.004% of total relay calls. All these complaints were filled with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these complaints were formally escalated for action to the PUCT or to the FCC.

Sincerely,

Ed Bosson
Relay Texas Administrator